



# **White Pass & Yukon Route Progress Report June 2025**

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# 1. General

## **Feedback and Contact Information**

The White Pass & Yukon Route's (WP&YR's) primary customer channels come from cruise ship traffic that sails to Skagway, Alaska, during the summer season. This passenger demographic is made up of a wide variety of individuals with a diversity of needs. WP&YR welcomes feedback about our Accessibility Plan and Progress Reports to identify and address barriers across our operations to better serve the traveling public.

The Company has designated the Executive Director to receive feedback on behalf of the entity. Their contact information is:

- Email: **info@wpyr.com**
- Phone: **1-800-343-7373**
- Mail: **WP&YR Executive Director**

**White Pass & Yukon Route**

**P.O. Box 435**

**Skagway, Alaska 99840**

The public can provide feedback, anonymously if requested, or request the plan in alternative formats at the contact for the Executive Director. The 2025 operating season has just begun at the time of this progress report so many of the updates/actions are just beginning as the Company does not have passenger traffic from late October to late April.

# 2. Information and Communication Technologies (ICT)

## **Goal Updates**

- The Company had an accessibility audit of our website performed by Whitehorse-based PR Services. Based on their findings, updates to the website were made to meet the latest WCAG standards.
- WP&YR has communicated its commitment to accessibility and support for people with disabilities on our website at <https://wpyr.com/accessibility-plan/>.

### 3. Communication, Other Than ICT

#### Goal Updates

- WP&YR reviewed reservation agent training and communication to ensure accessibility standards are upheld.
- During the 2025 operating season WP\*YR will audit both the employee and guest experiences, to identify both areas of improvement as well as opportunities to refine the Accessibility Plan.
- During the 2025 operating season WP&YR will audit our on-board passenger communications materials to identify potential barriers to accessibility and work with Canadian National Institute for the Blind (CNIB) to provide alternative communication methods upon request.
- WP&YR published the 2025 All Aboard Magazine that clearly communicates safety and travel messages to those with hearing impairments but with the ability to read.

### 4. Procurement of Goods, Services and Facilities

#### Goal Updates

- WP&YR upgraded facilities for guests in wheelchairs and with mobility issues at both the Fraser Station and Carcross Depots. Upgrades included improved concrete walkways and wooden boardwalk ramps.

### 5. Design and Delivery of Programs and Services

#### Goal Updates

- WP&YR engage with private consultant from Midwest Family Connections to establish a database for future consultations. This consultation resulted in recommendations for future accessibility work with organizations like Inclusion Canada, Canadian Hard of Hearing Association, Autism Yukon, and Yukon Connective.

### 6. Transportation

#### Goal Updates

- WPYR made improvements to guests with mobility issues at our Carcross and Fraser Depots. The upgrades included improving thresholds at building entrances, improving concrete walkways, and replacing the platform with wheelchair accessible ramps in Carcross.

## 7. Built Environment

### Goal Updates

- WP&YR remodeled its Skagway, Alaska, call center/sales office to allow for better employee access, improved workstations, and updated equipment/desks.
- WPYR is conducting an emergency tabletop exercise that includes a specific response that includes a guest with a special need. Results of the exercise will be published in future progress reports.

## 8. Provisions of the CTA Accessibility Related Regulations

- WP&YR added a new tram system on the Railroad Dock in Skagway, Alaska. This tram assists guests boarding trains that are headed to Canada. The new tram system is a much easier process to load/unload for guests with mobility issues and has two carts with tie downs and access for wheelchair bound guests.

## 9. Feedback Information

- WP&YR did not receive any feedback through its website or published phone numbers in 2024 regarding its accessibility program.
- WP&YR did receive feedback from consultations and will implement recommendations received.

## 10. Consultations

- WP&YR consulted with Midwest Family Connections in 2024 to establish a framework of areas for improvement and other groups for future consultations.
- WP&YR consulted with PR Services to ensure all WCAG standards are met on its website.